

# **DEPARTMENT OPERATIONS MANUAL**

## **Chapter 1 — Organizational Structure**

### **Article 1 — Organization**

*Revised August 2006*

**[Subsections 11010.1 through 11010.9.7 are unchanged]**

#### **11010.9.1.8 Office of Appeals**

*Revised July 29, 2011*

The Office of Appeals (OOA) monitors CDCR processes utilized by an inmate or parolee to appeal any CDCR decision, action, condition, omission or policy which they can demonstrate as having a material adverse effect upon their welfare.

The responsibilities of the OOA include:

- Providing a fair and objective review of inmate and parolee appeals at the Secretary's level.
- Meeting with CDCR administrators to review policy and procedure needs as revealed by inmate appeals.
- Conducting audits of facility and parole appeals units.

The Chief, OOA, may act for the Secretary in matters regarding inmate/parolee appeal issues, policies and practices. As such the Chief, OOA, shall:

- Provide authoritative expertise and guidance.
- Oversee and monitor the Department's conformity with regulations and operating procedures pertaining to or affecting appeals processes.
- Ensure that the necessary training and assistance relative to the appeal system is provided to local appeals coordinators and appropriately delegated staff.

**[Subsections 11010.9.2 through 11010.23 are unchanged]**